



# **Federal Student Aid (FSA) Students and Financial Partners Portals**

## **Stabilization and Transition Support Status Report**

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Change Record

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## **1. Executive Summary**

### **1.1 Introduction**

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

### **1.2 Background**

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal has been delayed so that the necessary paperwork and postings can take place to meet the Privacy Act requirements for System of Record as well as the OMB requirements for the Information Collection Clearance process. Specifically, the Portals are organized as follows:

#### **Students Portal**

- Student experience/life-cycle
  - Preparing
  - Choosing
  - Applying
  - Funding
  - Attending
  - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

#### **FP Portal**

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities
- Interest rates
- Search
- Contact Resources



## 1.3 Report Organization

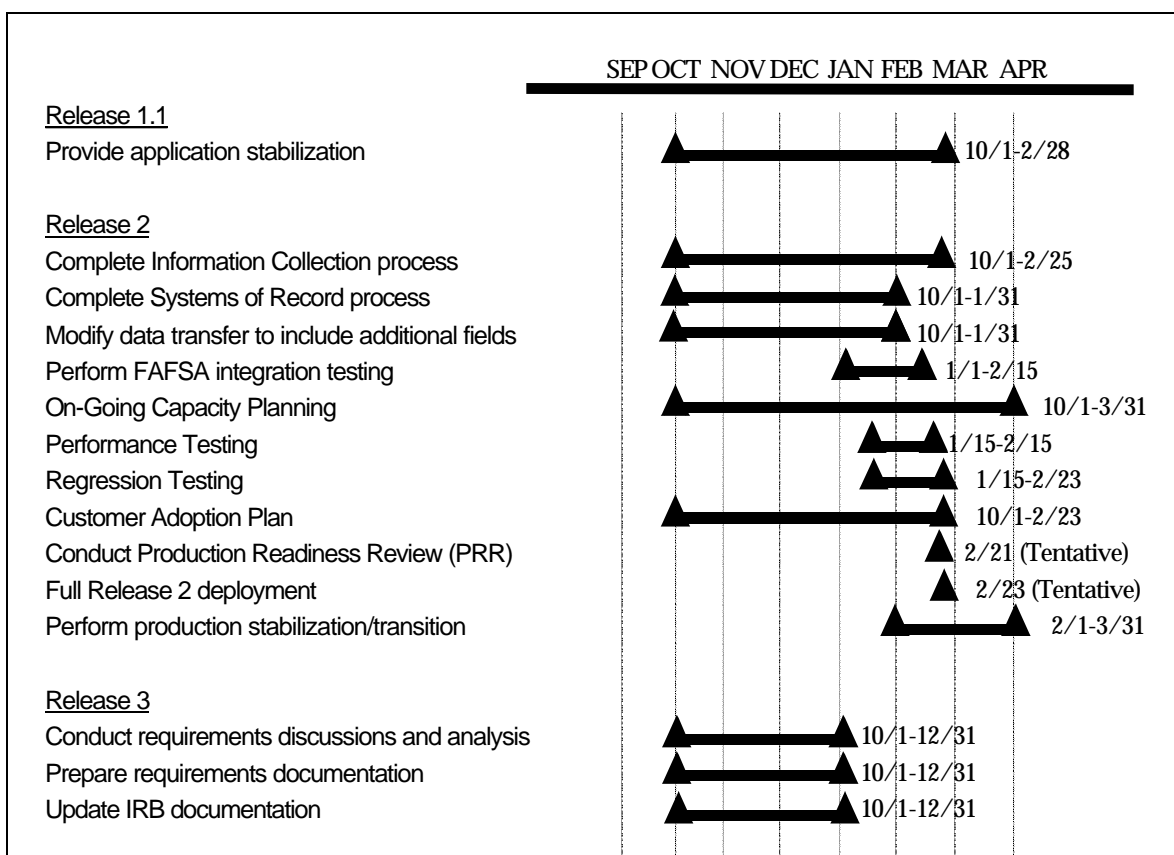
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Students Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

## 2. Students Portal Status

### 2.1 Overall Project Schedule

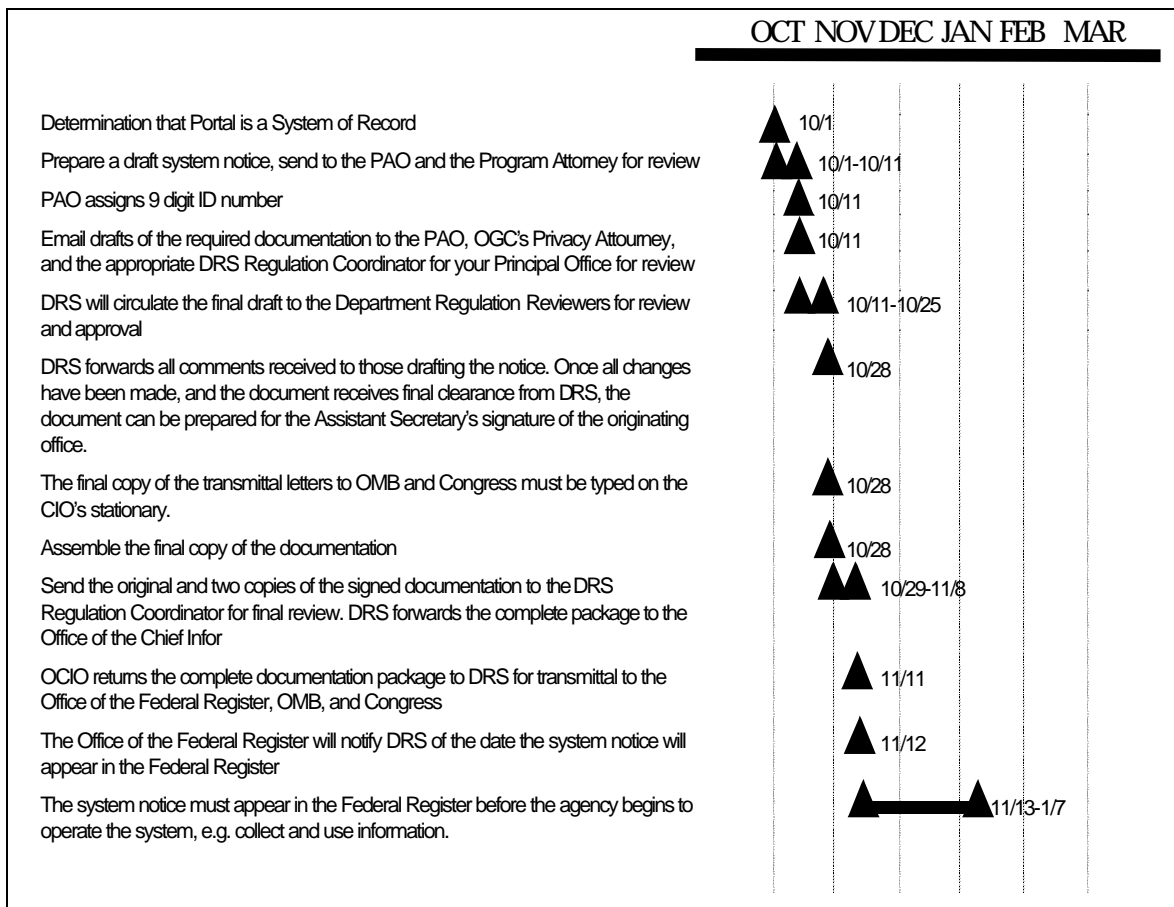
The overall project schedule for the Students Portal is shown below.





## 2.2 Privacy Act (System of Record) Schedule

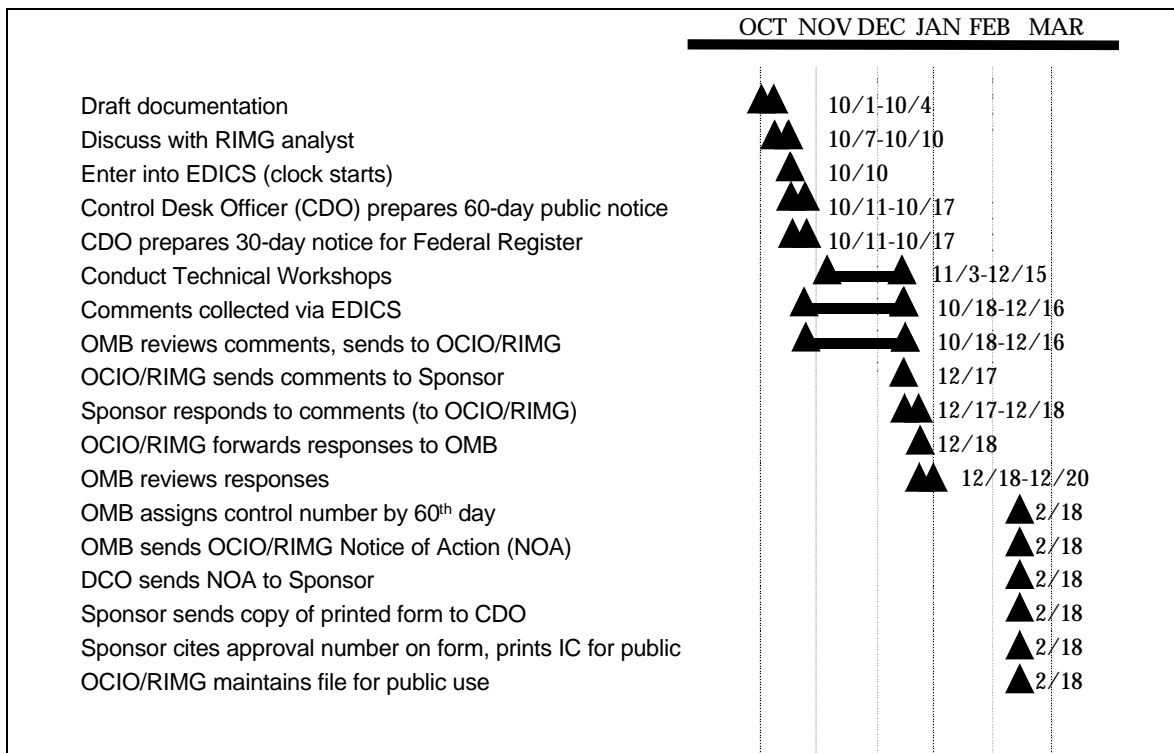
The detailed schedule for the System of Record is shown below.





## 2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance process is shown below.



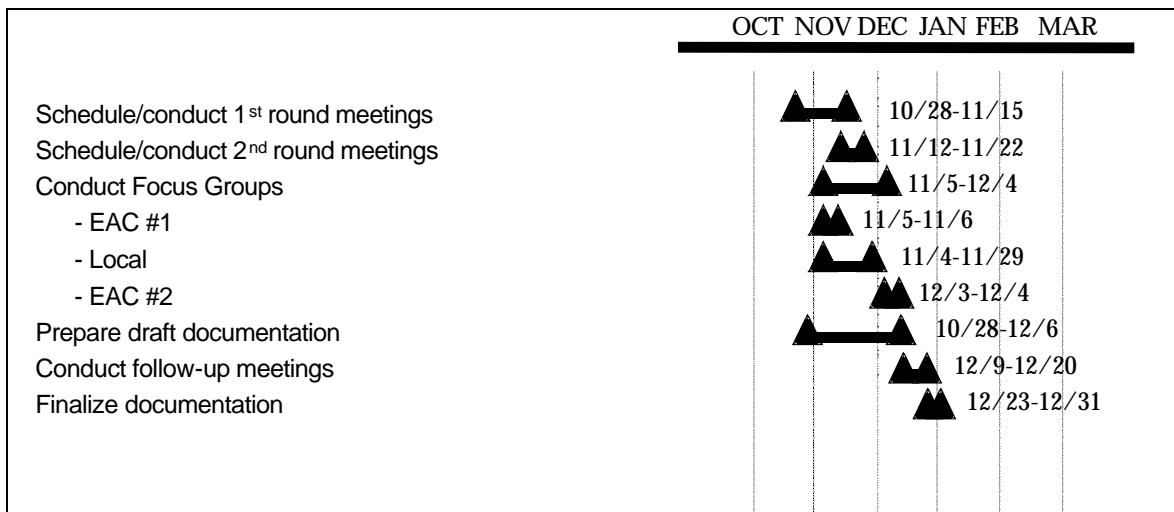
As part of the Information Collection Clearance process, a technical workshop is required to capture and calculate the annual hour burden of the Students Portal. We are going to conduct the workshop for up to nine (9) current or potential customers of the Students Portal. We will document the time that it takes them to enter information on the Portal even if it is optional. To meet this requirement, the following documentation was prepared:

- R2 ICC Technical Workshop Plan
- ICC Technical Workshop Scripts



## 2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



## 2.5 Production Activities

The following stabilization activities have occurred since the last release of the Students Portal.

- Implemented Change Request for Error Pages.
- Resolved various TeamSite/Templating/OpenDeploy issues.
- Prepared for and participated in OGC discussion with a demonstration of Release 2.
- Provided responses to OGC questions resulting from meeting.
- Provided ClearQuest demonstration.
- Began re-design of VDC database to include Address fields from XAP database.
- Provided hands-on training/support with TeamSite.
- Assisted FSA staff with obtaining certain permissions with their TeamSite accounts.
- Created redirect link for <http://studentaid.ed.gov/brightfuture>. When a user enters this in their browser, they automatically go to <http://studentaid.ed.gov/PORTALSWebApp/students/english/brightfuture.jsp>.
- Closed Interwoven Support Case # 1099324. Interwoven confirmed that Interwoven does not officially support using IE 6X on Teamsite 5.0.1.



## **2.6 Capacity Planning**

As part of on-going capacity planning, WebTrends analysis has been performed with the VDC team. Projected volumes are higher than actuals, but performance monitoring will continue. Bi-weekly meetings have been established.

## **2.7 Open Activities/Issues**

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Coordination with the Department for HTML web publication migration from www.ed.gov to Students Portal.
- Migrate copy of Portal into new VDC staging environment.
- Privacy Act (System of Record) documentation.
- Information Collection Clearance process (including technical workshops).
- Release 3 requirements collection and analysis to include internal requirements sessions and external Focus Groups.
- Re-design (and development changes) of VDC database to include Address fields from XAP database.
- Prepare for testing pre-population from the Portal to the FAFSA on the Web site.
- Modify ClearQuest PRTL2 Database. Depending on permission, a User will see the Change Requests he or she can only see.

## **3. Financial Partners Portal Status**

### **3.1 Production Activities**

The following stabilization activities have occurred since the last release of the FP Portal.

- Implemented Change Request for Error Pages.
- Resolved various TeamSite/Templating/OpenDeploy issues.
- Provided description of recursive error.
- Confirmed editors' ability to review history in TeamSite.
- Confirmed ability to delete what has been drafted in TeamSite but not submitted.
- Updated SLA to include current contact information and description of what Portals stabilization support team provides.
- Provided eProject demonstration.
- Provided Release 2 screen shots. Also provided explanation of how this can be done by FSA staff.



- Completed updates to Security and Disaster Recover Plan to incorporate final FSA comments.
- Resolved TeamSite/content issue with Funds Remittance Process Guide.
- Resolved TeamSite/content issue with the Lender Report page.
- Provided hands-on training/support with TeamSite.
- Provided Release 1 Code CD-ROM.
- Provided Interwoven Developer Network (DevNet) Uniform Resource Locator (URL).

### **3.2 Capacity Planning**

As part of on-going capacity planning, WebTrends analysis has been performed with the VDC team. Projected volumes are higher than actuals, but performance monitoring will continue. Bi-weekly meetings have been established.

### **3.3 Open Activities/Issues**

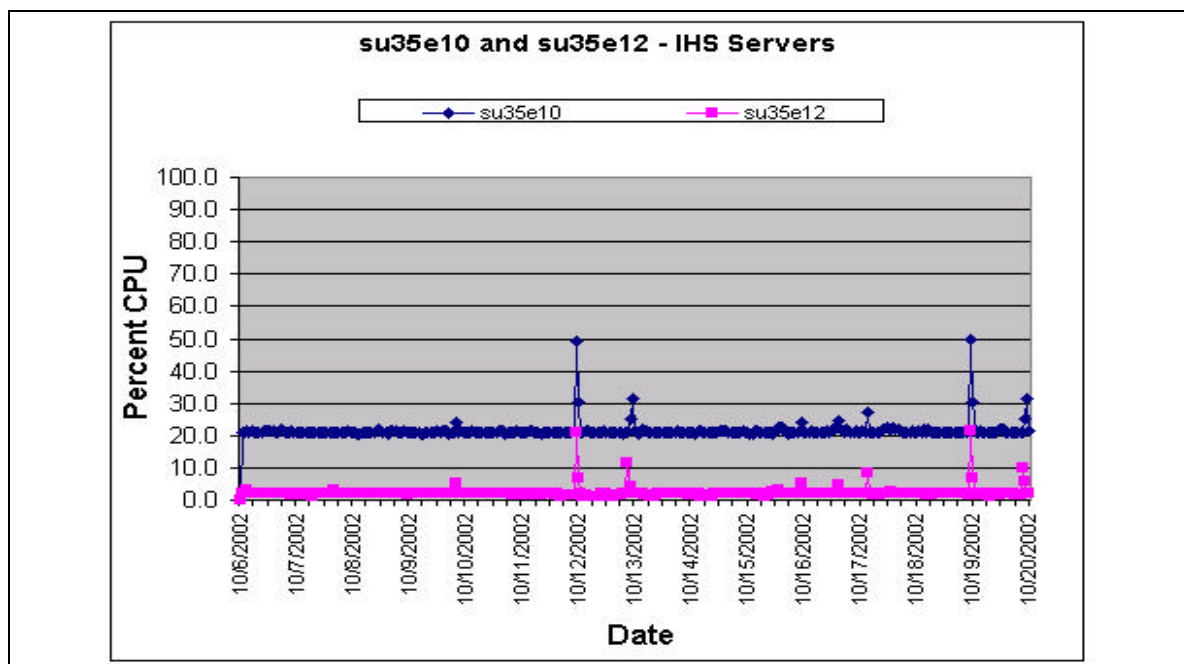
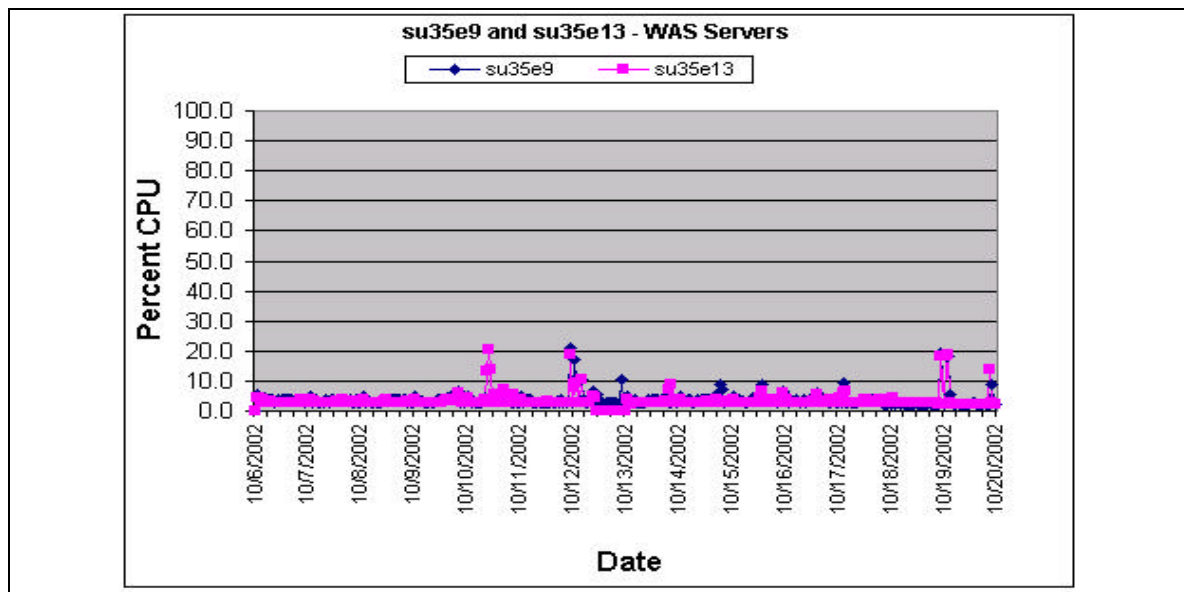
In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Update to FP Channel Organization Chart on the Portal site.
- Migrate copy of Portal into new VDC staging environment.
- Modify ClearQuest PRTL2 Database. Depending on permission, a User will see the Change Requests he or she can only see.
- Provide Deployment/Workflow History log retrieval process.
- Provide follow up on Interwoven Support Case # 1101307 in reference to saving a Data Content Record (DCR) after modifying content not working properly.

## **4. Summary**

The Students and FP Portals have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided.

As described above, capacity planning and performance monitoring is on-going for both Portals. Below are sample graphics that illustrate CPU utilization on the application and Web servers. As shown by the low percentages, there are no capacity issues at this time.



All planned activities are proceeding on schedule. The critical path for Release 2 of the Students Portal is with the ICC process, which is underway. Workshops, Focus Groups, and Release 3 requirements sessions have been scheduled. Many activities have been completed and issues resolved. There are no major issues at this time.